

Supplementary Table S1: Steps in the evaluation process

Steps	Key Activities
Planning the evaluation	<ul style="list-style-type: none"> ▪ One-Day workshop with the evaluation collaboration to co-design the Evaluation Plan ▪ Obtained the relevant ethics approvals ▪ Set up an Evaluation Steering Group including consumer, CTW staff and carer representation
Literature reviews	<ul style="list-style-type: none"> ▪ Conducted a scoping literature review to refine the evaluation design ▪ Conducted a rapid literature review to identify current knowledge about specific aspects of the evaluation
Development of Evaluation plan	<ul style="list-style-type: none"> ▪ Identified potential outcomes measures through a scoping analysis of the existing data to determine appropriateness as process and outcome measures
Inaugural Evaluation steering committee meeting	<ul style="list-style-type: none"> ▪ Establish ground rules for the committee meetings ▪ Review outcomes of the scoping literature and data review ▪ Based on current evidence and available data - decision made to revise the Evaluation Plan to include economic evaluation and to extend the evaluation to include at least three QI cycles.
Revised Evaluation Plan	<ul style="list-style-type: none"> ▪ Implementation of the three evaluation cycles: <ul style="list-style-type: none"> - Baseline: July 2018 to November 2018 - Cycle One: December to April 2019 - Cycle Two: May to August 2019 - Cycle Three: August to December 2019
Second Evaluation steering committee meeting	<ul style="list-style-type: none"> ▪ Revised Evaluation Plan tabled, including the proposed new survey tools. ▪ Analysis of the emergent data presented and refinements to the data collection tools and methods discussed.
Third Evaluation steering committee meeting	<ul style="list-style-type: none"> ▪ Reviewed and discussed the insights from CTW's year one report ▪ Facilitated reflective discussion about CTW implementation process, and the evaluation process
Data collection, analysis and interpretation	<ul style="list-style-type: none"> ▪ Thematic analysis of the qualitative data and analysis of the quantitative data conducted for the Process Evaluation. ▪ Analysis of the quantitative data conducted for the Assessment of potential outcome measures ▪ Interpretation of findings and Final Report drafted
Final Evaluation steering committee meeting	<ul style="list-style-type: none"> ▪ Draft Final Report tabled, findings discussed. Final reflections on the process and outcomes evaluation, and plans made for QI activities and future research/evaluation priorities.